



JOB DESCRIPTION

POSITION TITLE : Business Support Analyst **DEPARTMENT :** General Management
LOCATION : Accra, Ghana **REPORTS TO :** Head of HR
CATEGORY : Officer **DATE OPEN :** 03.11.2023

POSITION SUMMARY

The Business Support Analyst plays a crucial role in coordinating the leadership team actions and projects and the General Manager's office. Responsible for analysing and improving business operations, this role involves collaborating with various teams, conducting data analysis, and providing strategic recommendations to facilitate informed decision-making. The ideal candidate will possess strong analytical skills, attention to detail, and effective communication abilities, supporting the optimization of business workflows while directly assisting the leadership team and the General Manager's office.

RESPONSIBILITIES

The Business Support Analyst shall be responsible for comprehensive business support, data analysis, system management, payroll oversight, and crafting engaging presentations using modern tools, facilitating informed decision-making and efficient communication within the organization.

Business Support & Analytics

- Analysing, documenting, and improving business processes, using various tools and software to create templates, process flows, and presentations that streamline operations and improve efficiency.
- Guide and assist in the formatting of data reports for streamlined compilation and analysis.
- Perform comprehensive analysis to assess the quality and meaning of data.
- Use statistical tools to identify, analyze, and interpret patterns and trends in complex data sets.
- Collaborate with various teams and stakeholders to suggest process improvements based on analytical findings.
- Prepare and present final analysis reports to stakeholders, facilitating data-based decision-making.

Information Systems & Payroll Management

- Act as a master user for SageX3 and HRIS, ensuring their smooth operation and providing support to other users.
- Oversee the management and maintenance of these information systems, ensuring their efficiency and accuracy.
- Support payroll management processes, ensuring accuracy, compliance, and timeliness.
- Liaise with relevant teams to address payroll-related queries and issues.

Design Infographics and Presentations for Business Communication:

- Utilize modern tools such as Tableau, PowerPoint, and Power BI to create visually engaging infographics and presentations.
- Design and develop visual materials that effectively communicate complex business insights and data.
- Translate complex data into compelling visual representations.
- Create infographics and presentations to effectively convey business information to diverse audiences.
- Stay updated with the latest trends and tools in design and data visualization.
- Implement innovative and modern methods to enhance communication and presentation of business information.

This comprehensive breakdown covers the responsibilities and duties within each of the three key areas – Business Support & Analytics, Information Systems Mastery (SageX3, HRIS, and Payroll Management), and Data Analytics and Presentation.

REQUIREMENTS

The following additional requirements apply to this position:

- Bachelor's degree in business administration, Information Technology, Data Science, or related field.
- 3-5 years of experience in data analysis, business support, or related roles.
- Proficiency at a mid-level within a business support or analyst position.
- Skills in data analysis, problem-solving, communication, project management, attention to detail, and teamwork.
- Advanced proficiency in SageX3 and HRIS systems.
- Expertise in Microsoft Excel for data analysis and visualization.
- Experience with statistical analysis tools such as SPSS, R, or Python.
- Proficiency in data visualization tools like Tableau, Power BI, and PowerPoint for creating infographics and presentations.
- Familiarity with database management for organizing and analyzing data.
- Any additional knowledge of financial systems or certifications in data analysis and project management would be advantageous.

Note:

- Familiarity with financial systems could be a plus.
- Any certifications in data analysis, project management, or related fields would be an added advantage.

These job specifications outline the educational background, years of experience, required skills, and software proficiencies necessary for success in the Business Support Analyst role as described in the responsibilities provided.

DISCLAIMER

This job description documents the general nature and level of work but is not intended to be a comprehensive list of activities, duties and responsibilities required of job incumbents. Therefore, job incumbents are expected to perform all other duties as assigned or required, as training and experience may allow. Drill Masters Africa reserves the right to make modifications to this job description as deemed necessary by changing position as per business requirements.

EMPLOYEE ACKNOWLEDGEMENT

I, hereby confirm, that I have read this job description and understand what is expected of me while I occupy this role:

SIGNED BY :

Insert Full Name Here

February 21, 2003